Matrox® Release Notes

Matrox® ConductIP

Software version 1.00.00

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Overview

This document describes the initial release (version 1.00.00) of the Matrox ConductIP. Matrox provides these notes to describe new features, bug fixes, and improvements to the ConductIP product.

What's new

This is the initial release of the Matrox ConductIP.

Please refer to our website for an overview of the Matrox ConductIP, including a list of the benefits and features.

Important: Before you can begin using your ConductIP, you **must** complete the device setup as described in the *Matrox ConductIP Media Routing Appliance Setup* sheet. You can download the setup sheet from the ConductIP download page.

Notes and limitations

- If you enter the wrong network settings, you can only recover ConductIP by logging on locally to the ConductIP MRA and running the recovery tools application. You can fix the network settings from the recovery tools.

- This release supports NMOS Query API 1.3. An NMOS device that only supports Query API 1.2 will not appear in ConductIP. If you need ConductIP to support both Query API 1.2 and 1.3, contact Matrox technical support.

- For NMOS, IS-04 and IS-05 APIs are supported in this release.

- About operating ConductIP locally on the ConductIP MRA:

  o If you are using the ConductIP MRA for the initial ConductIP setup, you must connect the HDMI monitor before powering on the MRA. This ensures the monitor will be driven in its native resolution.

  o You cannot install a new license or update the software when operating locally on the ConductIP MRA. License installation and software updates must be initiated from your web browser.

- The ConductIP user interface currently supports desktop use only. ConductIP may run on a tablet, but has not been optimized for its use.

- If you don't see your devices in ConductIP, it's likely the devices do not contain native natural NMOS groups. To see your devices, go to enable **Show devices** in the **Experimental feature** setting, and enable the **Show devices** option in the Device bin toolbar.

Known issues

- When running ConductIP in static IP mode, the NTP time cannot be set without specifying the DNS servers in the network settings page.

- If you reinstall a server root CA for a server in your browser, ConductIP will be stuck on *Waiting for server*. If this happens, delete the cache from your Web browser settings, close all instances of the browser, then reopen the browser.

- If ConductIP shows no devices in your room, or shows the devices as being offline, it may mean that the NMOS registry is not properly populated. If this occurs, go to the ConductIP **NMOS registry** settings, and toggle the **Matrox ConductIP registry** off and on.

Contact us

The Matrox web site has product literature, press releases, technical material, a sales office list, trade show information, and other relevant material. Visit us at www.matrox.com/video.

If you have any questions or comments about our products or solutions, contact us at www.matrox.com/en/video/contact.

Matrox values your business and offers professional support for your Matrox product. For more information, contact your Matrox representative or our technical support at conductipsupport@matrox.com.

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Matrox Graphics Inc.

1055 Saint Regis Boulevard
Dorval, Quebec, Canada
H9P 2T4

(514) 822-6000

video@matrox.com
www.matrox.com/video

matrox®

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